

AMENDMENTS TO THE CLAIMS

Please amend the claims as set forth below. This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Currently Amended) A method for managing sales leads in a sales lead system, the method comprising:

~~an assigning a sales lead to a first agent working a to work the sales lead;~~

obtaining disposition information regarding the sales lead, the disposition information representing a disposition of the sales leads to re-work the sales lead;

transmitting the disposition information to a lead processing portion, ~~wherein the disposition information relates to interaction between the sales agent and a person from who the sales lead was received;~~

comparing the disposition information with associated disposition rules in the lead processing portion; and

~~controlling the further processing of assigning the sales lead to a second sales agent to re-work the sales lead based on a disposition rule selected as a result of the comparison.~~

2. (Currently Amended) The method of claim 1, wherein the obtaining disposition information is performed by the ~~sales~~ first agent, working the sales lead, entering the disposition information.

3. (Currently Amended) The method of claim 2, wherein the disposition information is entered in conjunction with the ~~sales~~ first agent terminating working the lead.

4. (Original) The method of claim 1, wherein the disposition information is a code that is associated with the sales lead.

5. (Cancelled).

6. (Cancelled).

7. (Original) The method of claim 1, further including a sales management person effecting:

inputting search criteria in the sales lead system to identify sales leads having particular attributes; and

identifying identified sales leads having the particular attributes; and

wherein the obtaining disposition information regarding the sales lead includes assigning a disposition code to each of the identified sales leads, the disposition information being the disposition code.

8. (Original) The method of claim 7, wherein the particular attributes include an amount of time that a particular sales lead has aged subsequent to the particular sales lead being assigned to an agent, with no disposition being performed upon the particular sales lead.

9. (Canceled).

10. (Canceled).

11. (Canceled).

12. (Canceled).

13. (Canceled).

14. (Original) The method of claim 1, further including the step of, after inputting disposition information regarding the sales lead, updating lead information that is associated with the sales lead to include the ~~sales~~ first agent, the ~~sales~~ first agent being the last ~~sales~~ agent to work the lead.

15. (Canceled).

16. (Canceled).

17. (Currently Amended) A computer-implemented system for managing sales leads in a sales lead processing environment, the computer-implemented system comprising:

an agent processor that interfaces with a sales agent ~~working~~ assigned a sales lead in the sales lead processing environment, the agent processor being able to receive disposition information regarding the sales lead from the sales agent, the disposition information representing a disposition of the sales leads to re-work the sales lead;

a sales management processor that interfaces with a sales management person in the sales lead processing environment, the sales management processor being able to receive disposition information regarding the sales lead from the sales management person;

a communication network that transmits disposition information from at least one of the agent processor and the sales management processor to a sales lead processing portion; and

the sales lead processing portion inputting the disposition information, the sales lead processing portion comparing the disposition information with associated disposition rules in the sales lead processing portion, ~~wherein the disposition information relates to interaction between the sales agent and a person from who the sales lead was received~~; and ~~controlling further processing of assigning the sales lead to another sales agent to re-work the sales lead~~ based on a disposition rule selected as a result of the comparison.

18. (Original) The computer-implemented system of claim 17, wherein the disposition information is a code that is associated with the sales lead.

19. (Cancelled).

20. (Currently Amended) A method for managing sales leads in a sales lead system, the method comprising:

~~an assigning a sales lead to a first agent working a to work the sales lead~~;

obtaining disposition information regarding the sales lead from the first agent, the disposition information representing a disposition of the sales leads to re-work the sales lead;

transmitting the disposition information to a lead processing portion;

comparing the disposition information with associated disposition rules in the lead processing portion, ~~wherein the disposition information relates to interaction between the sales agent and a person from who the sales lead was received~~; and

~~controlling the further processing of~~ automatically assigning the sales lead to a second agent based on a disposition rule selected as a result of the comparison; and

~~wherein the obtaining disposition information is performed by the sales agent, working the sales lead, entering the disposition information;~~

wherein the disposition information is entered in conjunction with the sales agent terminating working the lead; and

~~the method further including a sales management person effecting:~~

~~inputting search criteria in the sales lead system to identify sales leads having particular attributes; and~~

~~identifying identified sales leads having the particular attributes; and~~

~~wherein the obtaining disposition information regarding the sales lead includes assigning a disposition code to each of the identified sales leads, the disposition information being the disposition code.~~

21. (New) The method of claim 1, wherein the obtaining disposition information is automatic in response to the lead not being worked in a timely manner.

22. (New) The method of claim 1, wherein the obtaining disposition information is in response to the first agent entering the disposition information.

23. (New) The method of claim 1, wherein assigning the sales lead to a second agent occurs automatically in the event the first agent does not work the sales lead in a timely manner.

24. (New) The computer-implemented system of claim 17, wherein the sales lead processing portion automatically assigns the sales lead to another sales agent in response to the sales agent entering the disposition information.

25. (New) The computer-implemented system of claim 17, wherein the sales lead processing portion automatically assigns the sales lead to another sales agent occurs automatically in the event the sales agent does not work the sales lead in a timely manner.